

2016
Camp Wake-Up
Parent Handbook



SUMMER 2016

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Dear Parents and Guardians,

Thank you for enrolling your child(ren) in this year's Camp Wake Up program. We have worked hard to make this year's program an enjoyable and rewarding experience. The objective of this year's program is to teach your child something different each day. Our hope is that they will leave the program with something of substance; a kernel of knowledge that will prepare them for life. Again, thank you for your support of our program. Here's to a great summer.

Sincerely,

A stylized, handwritten signature in blue ink. The signature is fluid and cursive, with a large loop at the top and a long horizontal stroke extending to the right.

Darrell R. Crittendon, Director
Norfolk Recreation, Parks & Open Space



Greetings Parents and Guardians,

Thank you for choosing the Norfolk Department of Recreation, Parks & Open Space for your child's summer program. To ensure a successful summer for all participants, it is important that you and your child(ren) are informed of the standards of behavior for our program. If your child develops any difficulty conforming to program guidelines, staff will notify you. They will also make it a point to let you know when your child is doing great things.

I believe that by all of us working together we can make this a very successful summer. If you have expertise in a specific field, an unusual hobby or a different culture that you would like to share, please let your center supervisor know. We would love to have you share with the children in our program. You are invited to visit the centers any time you have a question, concern or if you just want to see what your child(ren) are up to.

We consider it a privilege and a responsibility to work with your child(ren). Please feel free to contact me at (757) 441-2400; ext. 239 if you have any questions, comments or concerns.

Sincerely,

James Mickle

James Mickle
Division Head, Recreation & Leisure Activities
Norfolk Recreation, Parks & Open Space

OVERVIEW

The mission of the Recreation, Parks & Open Space (RPOS) Camp Wake Up program is to provide a safe and structured recreational program for children ages 5-12 exception ages 6-12 for Camp Willoughby. Participants will have the opportunity to engage in arts and crafts, active and passive games, educational activities and field trips, among many other fun activities.

HOURS & DAYS OF OPERATION

The program operates from 6:30 a.m. to 6:00p.m. Monday, June 27, 2016 through Friday, August 26, 2016. All facilities will be closed on July 4th in honor of Independence Day. Below is a list of all Camp Wake Up locations and hours of operation.

Facility Name	Address	Phone #	Program Hours	
			Start Time	End Time
Bayview Recreation Center	8613 Willow Terrace	(757) 441-1626	6:30 am	6:00 pm
Camp Willoughby @ Captains Quarters	800 Little Bay Avenue	(757) 441-1715	6:30 am	6:00 pm
Crossroads Community Center	8019 Old Ocean View Road	(757) 965-9430	6:30 am	6:00 pm
Fairlawn Recreation Center	1014 Kempsville Road	(757) 441-5670	6:30 am	6:00 pm
Sherwood Forest Community Center	4537 Little John Drive	(757) 441-5824	6:30 am	6:00 pm
Tarrallton Community Center	2100 Tarrallton Drive	(757) 441-1765	6:30 am	6:00 pm

REGISTRATION & WITHDRAWAL

Participants must meet the age/grade requirements to enroll in Camp Wake Up. All camps are for children age 5, who have completed Kindergarten as of June 2016, through age 12, with the exception of Camp Willoughby. To attend Camp Willoughby, participants must be 6 years old and have completed the first grade as of June 2016.

Registration is accepted only for the full 9 weeks of camp. Fees are not prorated or refunded for missed days or weeks due to vacation, illness, early withdrawal, or any other reason. The total cost for 9 weeks is \$445 (\$360 + \$85 trip/registration). Camp Willoughby's cost for 9 weeks is \$535 (\$450 + \$85 trip/registration). **See page 6 for payment options.**

The fee for the first week of camp and the trip/registration fees are due at the time of registration, without exceptions. Accepted methods of payment are Visa, MasterCard, and money order or check made payable to Norfolk City Treasurer.

The following documents must be submitted at the time of registration:

- Registration Form
- Original Birth Certificate
- Water Activity Form
- Sunscreen Form
- List of all medications participant is taking (keep updated throughout)

Falsification of records will result in automatic dismissal from program.

INCLUSION, ACCOMMODATION & SPECIAL NEEDS

Individuals with a disability are entitled to participate in programs offered by the City of Norfolk's Department of Recreation, Parks and Open Space; however, the participant must be able to dress and use restroom facilities without staff assistance, function in a group and respond to directions from staff.

The Americans with Disabilities Act, Title III, states the facility must make an individual assessment about whether the child can meet the needs of the structured activities without fundamentally altering the program. If the child alters the fundamental services of the program and the parent does not supply an aide, then the child must be removed from the program. If the child needs one-on-one assistance, the parent is to provide, at their expense, an aide (18 years and over) to assist the child in the program. This assessment must be completed prior to the child's attendance.

If enrolling a participant with special needs or severe physical, mental or emotional circumstances, contact the site prior to registration. An *Inclusion, Accommodation & Special Needs* form must be submitted for processing by an inclusion specialist prior to enrollment. In all cases, please inform the center staff of any medication a participant is taking.

PAYMENT OPTIONS

Camp	One Time Payment Option	1st Installment Payment at Registration	2nd Installment Payment due May 16th	3rd Installment Payment due June 16th
Camp Wake Up Sites	\$445/child	\$148/child	\$148/child	\$148/child
Camp Willoughby	\$535/child	\$178/child	\$178/child	\$178/child

All fees are non-refundable

Camp Wake Up Sites include: Bayview, Crossroads, Fairlawn, Sherwood, Tarrallton

PAYMENT OF FEES

- Accepted methods of payment are Visa, MasterCard, money order or check made payable to Norfolk City Treasurer.
- Registration is accepted only for the full 9 weeks of camp. Fees are not prorated for missed days or weeks due to vacation, illness, early withdrawal, or any other reason. All fees are non-refundable.
- RPOS **does not** provide a written year-end statement for tax preparation. Patrons are responsible for saving payment receipts for their records. The tax ID number is 54-600-1455.

RETURNED CHECK POLICY

A \$35 service fee is charged for each returned check. Payee and/or members of their household account will not be permitted to participate in any programs, activities or utilize facilities until payment is received to cover the full amount of the check and service fee.

Once notified of a returned check, restitution must be made in person at the Norfolk City Treasurer's office, 810 Union Street. The receipt from the Treasurer's Office must be presented to the program staff as verification of payment. Until such restitution is made, services will not be provided. Once a returned check has been received, checks will not be accepted for that household for a three year period.

LATE PICK-UP FEES PER FAMILY

- A \$5 fee per family will be assessed for every 15 minutes, or any part thereof (6:01-6:15; 6:15-6:30), a participant is picked up late from the program. Fees are due the following business morning before the participant may enter the program. Failure to do so will result in the forfeiture of the participant's place in the program.
- If late pick-up occurs three times, the participant will be dismissed from the program.
- Staff will make every effort to contact parent(s)/guardian(s) and/or other authorized persons for pick-up.
- If a participant is not picked-up after 30 minutes and no communication has been received from the parent(s)/guardian(s) and/or an authorized person, staff will notify Child Protective Services (CPS) at (757) 664-6022 and the Norfolk Police Department (757) 441-5610.

REFUNDS

- Fees are not refunded for missed days or weeks due to vacation, illness, early withdrawal, or any other reason.
- Fees are not refunded for any time during which a participant is suspended or terminated from the program.
- The City of Norfolk reserves the right to assess any fee alterations due to facility closures for inclement weather or other conditions.

ARRIVAL & DEPARTURE

A parent, guardian or authorized person(s) must sign participants **in and out** of the program on the designated log. Participants may not be dropped-off and/or picked-up outside of the building. Failure to comply with this policy may result in removal from the program.

Any person picking up a participant must present valid photo identification and must be listed on the participant's registration form as an authorized person. If a biological parent is not authorized to pick up a participant, the center must have court documents and custody papers on file. If a guardian is not the custodial parent of the participant, court documents must accompany the registration form.

FOOD

Breakfast, lunch and snack (depending on location) will be provided through the USDA Summer Food Program. This program provides nutritious meals to at no cost. Participants are

welcome to bring a lunch and nutritious snack. Food must be placed in a temperature safe, sealed and non-breakable containers labeled with the date and participant's name. No refrigeration will be provided.

FIELD TRIPS

Before attending a field trip, a schedule of the trip's events and locations will be posted and visible at the center. Parental permission for transportation and field trips will be secured before the scheduled activity.

ILLNESS

Parents must pick up sick participants within 1 hour of being notified by staff that the participant is sick and/or has a temperature of 101 degrees or higher. Participants who have been sick with a fever must remain out of the program for 24 hours after the fever breaks.

Certain illnesses and communicable diseases such as, but not limited to, ringworm, lice, pinkeye and strep throat require parents to seek medical care for the participant. In the event this occurs, a physician's note is required for the participant to return to the program.

MEDICATION

Section §54.1-3408 of The Code of Virginia requires that medications be administered by health care professionals and prohibits untrained staff from administering medication to program participants. Therefore, no medication can be administered to participants by staff. With the exception of asthma inhalers, no other medication can be brought to the facility and/or left in the participant's possession while attending the program.

The following procedure is for asthma inhalers only:

- A completed medication form, signed by the physician and parent/guardian must be on file prior to any medication being brought to the site.
- Inhalers must be placed in a sealable container labeled with the date and participant's name.
- Inhalers must be labeled with the date and participant's name.
- Parents must check asthma medication in with staff upon arrival to the facility.
- All medication will be kept locked until needed and returned after use.
- Staff will observe self-administration and document the use on a medication log.
- Any side effects will be reported to the parent immediately.

CLOSURES

Emergency Closures

Each center has an emergency preparedness plan that includes site-specific emergency evacuation and shelter-in-place procedures. Plans are available for review in the center's office. In the event of an emergency, parents/guardians will be notified by phone immediately. If parents/guardians cannot be reached, the emergency contact(s) will be notified. It is important that all contact information remains current on participant's records.

If the City of Norfolk is closed for inclement weather, all RPOS facilities will be closed and programs will be cancelled.

Inclement Weather Closings & Delays

Weather or other unforeseen events may affect the camp's operating schedules. If this happens, program hours will be adjusted accordingly.

PARTICIPANT, PARENT & GUARDIAN BEHAVIOR

In order for all participants to have a safe and enjoyable experience, all participants must demonstrate appropriate behavior and respect for themselves and others. Meeting the following expectations will afford all participants the greatest opportunity for success.

- Participants must respect all people and property.
- Participants must follow the rules associated with activities and program areas and ask a staff member for clarification, if needed.
- Participants must communicate and conduct themselves in an appropriate manner. Threatening words, tone of voice, gestures, foul language, sexually inappropriate behavior, teasing, throwing of objects and physical contact will not be tolerated.
- Participants must promote and support a safe, fun and healthy environment.
- Any behavior deemed aggressive or threatening will require immediate removal from the program/facility with the possibility of further consequences. Any unlawful behavior or activity will be reported to the appropriate legal authorities for further action.
- Participants must always follow the instructions of the staff.
- Participants are to maintain individual space and keep their hands, feet, etc. to themselves.
- Parents/guardians are financially responsible when the participant:
 - Defaces and/or destroys the building, grounds, equipment, vehicles or others' belongings.
 - Tampers with or pulls the fire alarm without due cause.

DISCIPLINARY PROCEDURES

Behavioral guidance shall be age and stage appropriate, constructive in nature and with the intent to redirect to appropriate behavior and resolve conflicts.

The following actions or threats toward participants are forbidden:

- Any form of physical punishment such as spanking, hitting or shaking.
- Forcing a participant to assume an uncomfortable position.
- Restraining or restriction of body movement through binding, tying or confinement in a closed or small space.
- Verbally abusive remarks such as belittling a participant, threats or remarks about his/her family, cultural background, race or religion.
- Use of exercise.
- Separation from the group so that the participant is away from the hearing and vision of a staff member.

- Giving authority/consent to allow a participant or other persons to punish another participant.
- Enforcing a punishment at the request of a parent/guardian that resulted from behavior at home.
- Punishment by applying unpleasant or harmful substances.
- Forcing participants to write repetitive sentences as a means of punishment.
- Forcing or withholding water, food or bathroom privileges.

STAFF CODE OF CONDUCT

Recreation facility staff will uphold these principles while interacting with participants:

- Respect personal privacy.
- Respect differences in cultural, ethnic and family backgrounds.
- Encourage decision-making abilities.
- Promote ways of getting along.
- Encourage independence and self-direction.
- Use consistency in applying expectations.

POLICIES & PROCEDURES

The following policies have been established for the safety of all participants. Failure to comply with these rules will result in suspension from the program. It is important that these policies are discussed with participants so they understand the expectations for participation in the program.

- Participants, parents/guardians (including individuals authorized to pick-up a participant) and staff are to address each other with dignity and respect.
- All participants and parents/guardians (including individuals authorized to pick-up a participant) must conduct themselves in a manner that does not endanger their safety or the safety of others.
- Tennis shoes or non-marking, rubber-soled shoes are required for participation. Participants should be dressed appropriately for current weather conditions. Please do not bring shoes with cleats or black soles, flip flops, sandals, skates or skate shoes, unless authorized.
- Do not bring cell phones or other personal items such as electronic devices, collector game cards, toys, etc. from home to use during program times, unless authorized by staff. The City of Norfolk and program staff are not responsible for lost, stolen and/or damaged items.
- Do not bring sleeping bags, towels or blankets to the facility unless requested to do so by staff.
- All belongings are to be labeled with the participant's name.
- Participants and parents/guardians (including individuals authorized to pick-up a participant) must comply with all guidelines and procedures written and/or implied regarding participation in the Camp Wake Up program.

OPERATIONAL GUIDELINES

The Camp Wake Up program operates under §63.2-1715 of the Code of Virginia, which allows local governments to establish safety and supervisory standards, such as those in this handbook. RPOS is committed to protecting the safety and well-being of all participants. Section §63.1-248.3 of the Code of Virginia requires any person providing full or part-time child care for pay on a regular basis to report any suspected child abuse or neglect.

LINE OF AUTHORITY

If you have a question or concern regarding any issue, please contact staff following this order of protocol:

Facility Name	Recreation Supervisor	Phone #	Area Supervisor	Phone #
Bayview Recreation Center	LaDonna Gill	(757) 441- 1626	Debbie Dickerson	(757) 441-1035
Camp Willoughby	Anna Perez	(757) 441-1715	Jacqui Johnson	(757) 441-1035
Crossroads Community Center	Kenneth Kemp	(757) 965-9430	Debbie Dickerson	(757) 441-1035
Fairlawn Recreation Center	Jazzmin Walters	(757) 441-5670	Debbie Dickerson	(757) 441-1035
Sherwood Forest Community Center	Charles Sims	(757) 441-5824	Debbie Dickerson	(757) 441-1035
Tarrallton Community Center	Dennis Young	(757) 441-1765	Debbie Dickerson	(757) 441-1035

1. Recreation Supervisor (see chart above).
2. If the Recreation Supervisor is unable to assist, contact the Area Supervisor (see chart above).
3. If the Area Supervisor is unable to assist, contact the Division Head of Recreation & Leisure Activities, at (757) 441-1035

PARENT/GUARDIAN INVOLVEMENT

Parents/guardians with participants enrolled in Camp Wake Up are permitted and encouraged to assist with special events and may visit the facility at any time during operating hours.

WORKING WITH CHILDREN GUIDELINES

We are committed to safeguarding the welfare of all young people. All reasonable steps will be taken to promote safe practices and to protect youth from harm, abuse and exploitation within all of the Department of Recreation, Parks & Open Space facilities, events and activities.

It is essential that all staff working in recreation are conscious of how they conduct themselves to minimize the risk of any child protection processes. All staff are aware of the following guidelines when working with children. Each staff is required to do the following:

- Record in writing all relevant incidents and maintain a copy
- Work in an open and transparent way
- Dress appropriately as a City of Norfolk professional
- Avoid unnecessary physical contact with children, this includes full contact hugs
- Understand and will apply the rules concerning physical restraint
- Where physical contact is essential for recreational or safety reasons, gain participant's permission for that contact wherever possible
- Allow children to change clothes with levels of respect and privacy appropriate to their age, gender, culture and circumstances
- Use humor to defuse difficult situations
- Avoid working in one-to-one situations with children whenever possible
- If working in a one to one situation with a child, staff will ensure they are within sight of another adult – e.g. by having a door open/being behind a glass partition/working in one corner of a room while another adult is operating elsewhere in the room
- Will not video record images of children

By establishing these guidelines, the City of Norfolk ensures your family will have confidence in the staff and your child(ren) will enjoy the summer program. If you would like to read the Working with Children Policy in its entirety, it is available upon request.

Your support is vital to the success of this program! Thank you